



JOB POSTING

**UNCLASSIFIED APPOINTMENT
(UNCLASSIFIED APPOINTMENT NOT TO EXCEED SEPTEMBER 30, 2017)**

POSTING NUMBER: HR-0112 **ISSUE DATE:** October 15, 2014
TITLE: Program Specialist 3
(Constituent Services Manager) **CLOSING DATE:** October 20, 2014
DIVISION / UNIT: Sandy Recovery Division **SALARY RANGE:** R26: \$64,677.09 - \$92,011.89
LOCATION: 101 S. Broad Street Trenton, New Jersey
POSITIONS: 1 **DISTRIBUTION:** STATEWIDE

DESCRIPTION OF MAJOR DUTIES:

Under the supervision of the Communications Manager, serves as a primary point of contact to facilitate and navigate complex client relationships for: The NJ DCA Commissioners office, Sandy Recovery Director's offices, the Sandy Recovery internal departments including; Strategic Communications, Outreach, Housing Recovery, Compliance and Monitoring, the Sandy Recovery Call Center and the Housing Recovery Centers as well as external offices including: NJ Governor's Office of Constituent and Community Relations (OCCR), the NJ Department of Environmental Protection (DEP), NJ Housing and Mortgage Finance Agency (HMFA), the NJ Redevelopment Authority (NJRA) and various legislative offices to include Congressional, NJ and US Senate and NJ State Assembly. Continually screens active high level cases and acts as a liaison with constituents to ensure that their cases are handled in a responsive manner by providing leadership in resolving complex casework issues for the Constituent Services team, monitors production and performance of Constituent Services team to ensure an appropriate workload as well as the implementation and distribution of tracking reports for constituent services activity to include call volume, casework volume, pending cases and activities and staffs mobile cabinet events throughout Sandy-affected areas.

REQUIREMENTS:

EDUCATION

Graduation from an accredited college or university with a Bachelor's degree.

EXPERIENCE

Three (3) years of experience in planning, monitoring, coordinating, implementing, modifying and/or evaluating agency programs and services.

PREFERRED QUALIFICATIONS

Consideration will be given to applicants who have documented experience in handling requests pursuant to the Open Public Records Act (OPRA). Must be able to handle large volume document production; ability to track requests and status of responses. Attention to detail is imperative.

NOTE: Applicants who do not possess the required education may substitute additional experience on a year-for-year basis.

NOTE: A Master's degree from an accredited college or university in a discipline appropriate to the position may be substituted for one (1) year of experience.

LICENSE: Appointees will be required to possess a valid driver's license only if the operation of a vehicle, rather than employee mobility, is necessary to perform essential duties of the position.

Please submit a resume and any required documents (licenses, certification and or transcripts) along with a letter of interest, including a phone number, by the closing date to:

Office of Human Resources
New Jersey Department of Community Affairs
HR#0112
101 South Broad Street
PO Box 800
Trenton, New Jersey 08625
Resumes may be emailed to: resume1@dca.state.nj.us

NOTE: Pursuant to N.J.S.A. 52:14-7 (L. 2011, Chapter 70), also known as the "New Jersey First Act," all new public employees are required to obtain principal residence in the State of New Jersey within one (1) year of employment.

The New Jersey Department of Community Affairs is an Equal Opportunity Employer